

Competency Profile (revised Korn Ferry) for Chief Level_Metro Transit

PEOPLE LEADERSHIP		
<u>Builds Effective Teams:</u> Establishes and maintains a highly engaged, high performing team, capable of achieving business results	<u>Courage:</u> Takes a stance and is willing to addresses difficult issues and problematic behaviors	<u>Instills Trust:</u> Is seen as truthful, direct and consistent
<u>Collaborates:</u> Partners with others across the silos to achieve common goals	<u>Develops Talent:</u> Makes development a priority; continually seeks opportunities to grow people's skills and delegate work for development purposes	<u>Manages Conflict:</u> Settles disputes equitably
<u>Communicates Effectively:</u> Is effective in a wide variety of communication settings; demonstrates focused and active listening in conversation with others	<u>Drives Engagement:</u> Empowers others to maximize their contribution to the organization	<u>Self-Development:</u> Continually seeks to learn and improve one's self
<u>Values Differences:</u> Creates a workplace that is welcoming and inclusive, and brings to life ESJ principles		
OPERATIONAL EXCELLENCE & CONTINUOUS IMPROVEMENT		
<u>Customer Focus:</u> Always acts with the customer in mind; focuses others on consistently meeting customer requirements	<u>Drives Results:</u> Motivates self and others to achieve meaningful results	
<u>Decision Quality:</u> Generally makes accurate and thoughtful decisions	<u>Optimizes Work Processes:</u> Organizes, simplifies and continually improves work processes	
<u>Directs Work:</u> Organizes staff around the work, clearly defining goals & expectations	<u>Plans and Aligns:</u> Aligns local goals & priorities with the broader organization's	